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a history information database in correspondence with the
user name; and

the points of the user and actual cost are obtained
by referring to said history information database.

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4. The support fee setting method according to claim 2,
wherein:

the points derived and the actual cost are stored in
a history information database in correspondence with the
10 user name; and

the points of the user and actual cost are obtained
by referring to said history information database.

5. The support fee setting method according to claim 1,
15 wherein:

the total amount is a total of the amounts for a
predetermined period;

a grade shifting value according to an aggregate of
total amount is obtained by using a grade conversion table,
20 in which an amount and a corresponding shift in grade are
stored; and

the grade of the user in the user information database
is updated based on the grade shifting value.

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6. The support fee setting method according to claim 2,
wherein:

the total amount is a total of the amounts for a
predetermined period;

5 a grade shifting value according to an aggregate of
total amount is obtained by using a grade conversion table,
in which an amount and a corresponding shift in grade are
stored; and

10 the grade of the user in the user information database
is updated based on the grade shifting value.

7. The support fee setting method according to claim 3,
wherein:

15 the total amount is a total of the amounts for a
predetermined period;

a grade shifting value according to an aggregate of
total amount is obtained by using a grade conversion table,
in which an amount and a corresponding shift in grade are
stored; and

20 the grade of the user in the user information database
is updated based on the grade shifting value.

8. A support fee setting apparatus comprising:

25 a user information database which stores a user name
and a grade for service in a one-to-one correspondence;

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a history information database which stores actual cost and points derived from a responding activity to an inquiry from a user in correspondence with each user name; and

5 an evaluating section for setting a support fee based on the points derived and actual cost.

9. A computer readable medium storing instructions for causing a computer to perform the steps of:

10 storing a user name and a grade for service in a one-to-one correspondence;

obtaining points derived from a job responding to an inquiry from a user from a job-to-point conversion table;

obtaining the grade of the user by referring to a user information database that has stored the user name and the grade for service for the user; and

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setting a support fee based on the grade of the user, the points derived, and an actual cost for a responding activity to the inquiry from the user.

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10. A computer program for causing the computer to perform the steps of:

storing a user name and a grade for service in a one-to-one correspondence;

25 obtaining points derived from a job responding to an

inquiry from a user from a job-to-point conversion table;

obtaining the grade of the user by referring to a user information database that has stored the user name and the grade for service for the user; and

- 5 setting a support fee based on the grade of the user, the points derived, and an actual cost for a responding activity to the inquiry from the user.

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